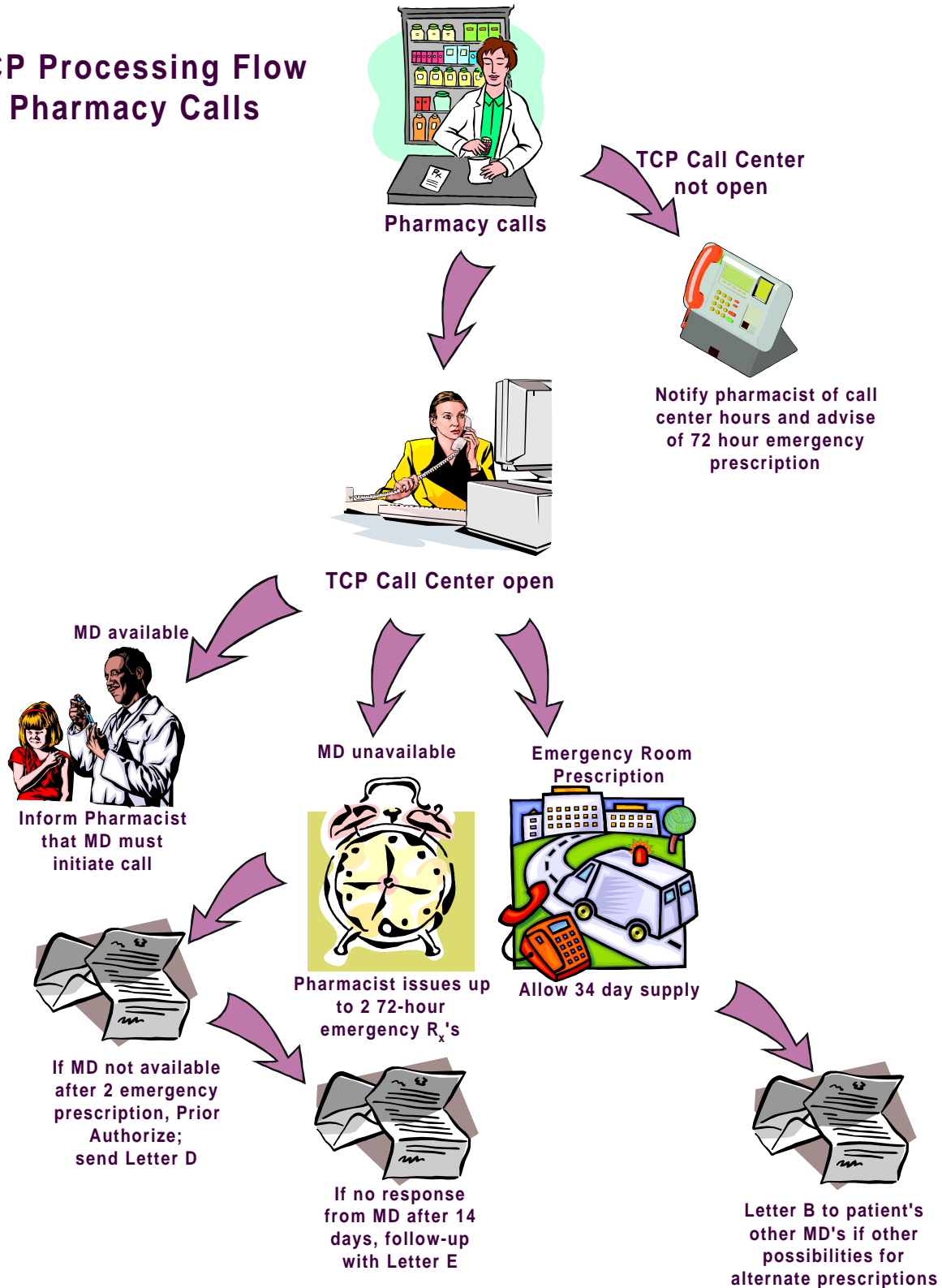
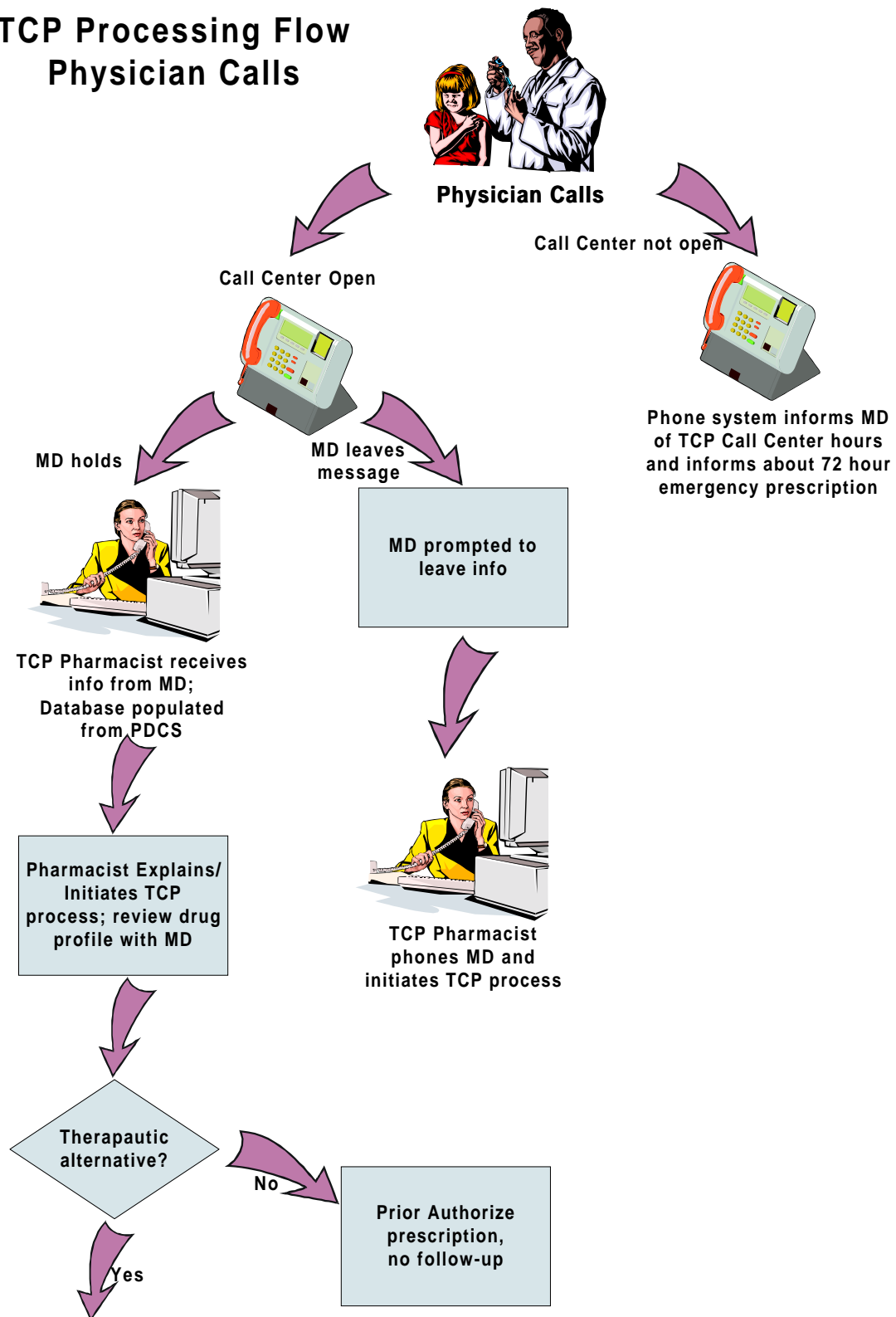


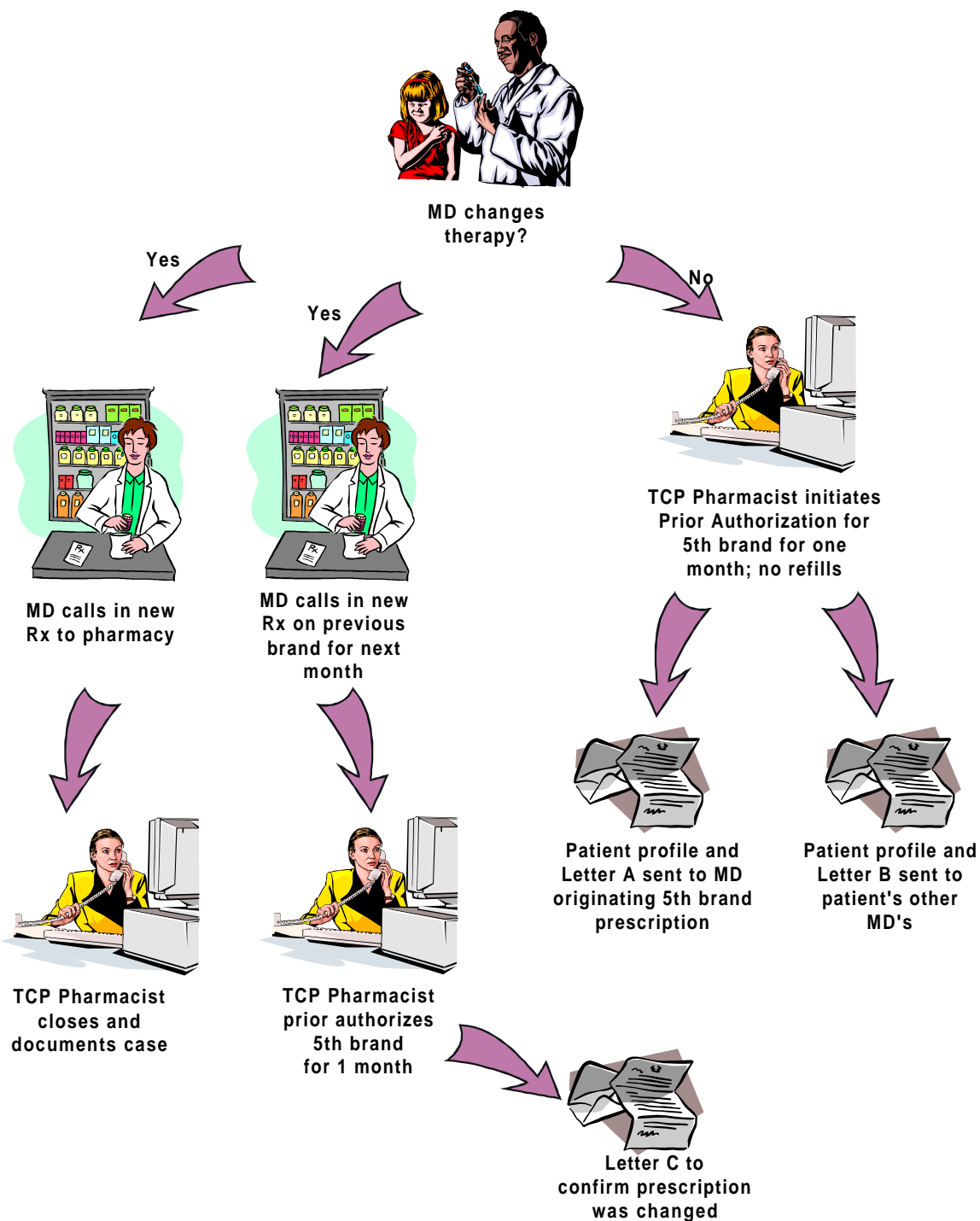
TCP Processing Flow Pharmacy Calls



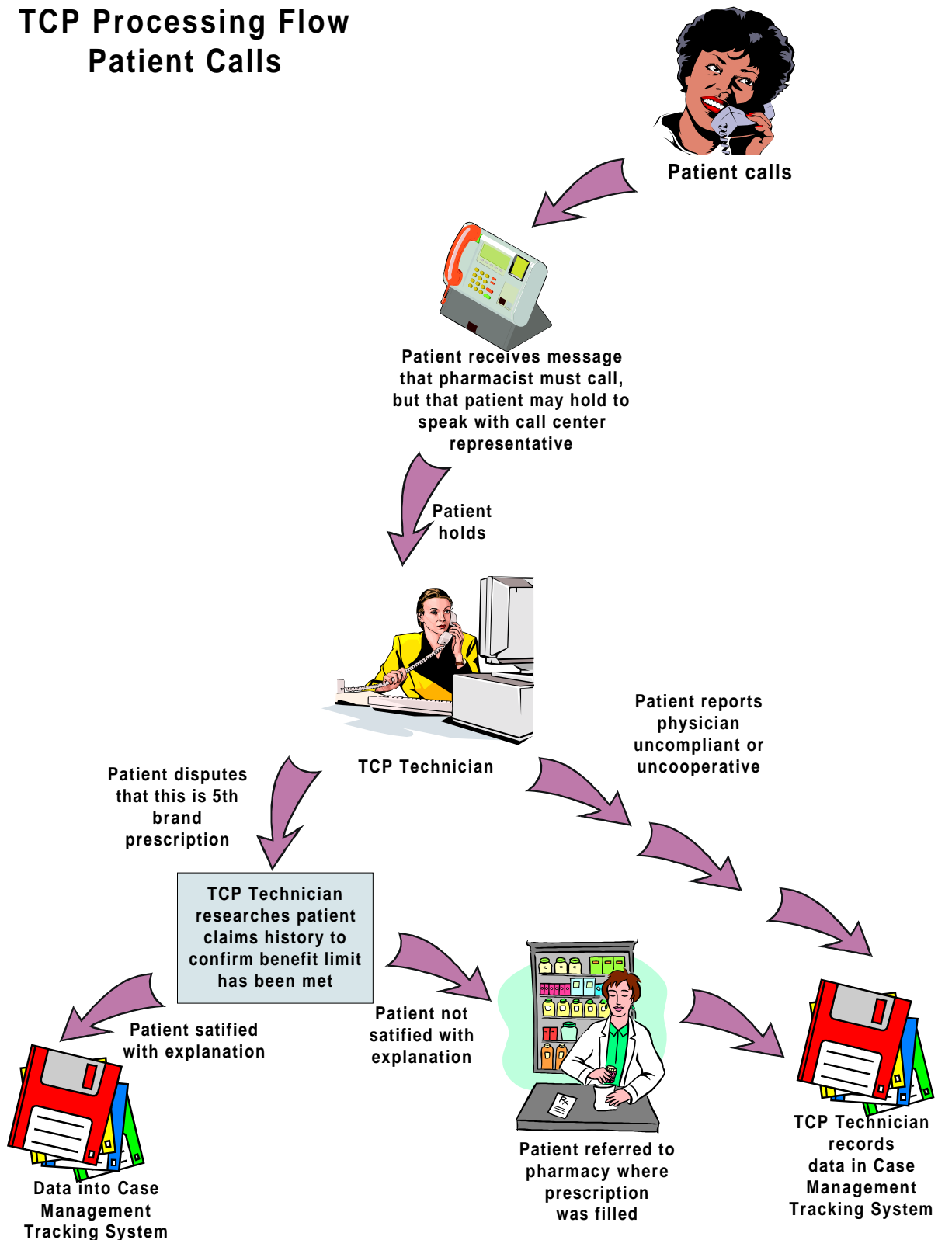
TCP Processing Flow Physician Calls



TCP Processing Flow Physician Calls (cont'd.)



TCP Processing Flow Patient Calls



TCP Prior Authorization Letter Management

